



Seminole County Public Safety



Inside this issue:

| | |
|-------------------------|-----|
| Teamwork | 1 |
| Communication Ctr | 2 |
| Whatda ya know | 2 |
| Fire Rescue | 2 |
| | |
| Congratulations | 3 |
| Leadership Challenge | 3 |
| Emergency Mngt | 3 |
| To Your Health | 3 |
| Animal Services | 4 |
| | |
| On The Job | 5/6 |
| Fishphilosophy at work! | 7 |

"Three rules of work:

1. Out of clutter; find simplicity
2. From discord; find harmony,
3. In the middle of difficulty lies opportunity."

Albert Einstein



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Teamwork

According to the dictionary it means: \Team"work\", n. Work done by a number of associates, usually each doing a clearly defined portion, but all subordinating personal prominence to the efficiency of the whole.

That is what has been going on in our Communication Center. A little history first.

Recently firefighters that were injured and unable to return to full duty have been released for light work in the Communication Center. We have been very fortunate to have them as they are some of the greatest assets that Public Safety has. Initially, they were to assist us with data entry into the old C. A. D. and slowly progressed to being trained in handling alarms with the shift on duty.

Kim Allen, Patrick Criswell, Tom Crawford and Eric Erlacher have been the "lucky" ones to spend some time in the Center. Needless to say, they entered the center in one frame of mind and left with a completely different one. Some of you have already read the emails from Patrick and Eric on their time spent with our 911 Professionals and how they now have a greater respect for what goes on in a 911 Facility.

These professionals learned how to use the telephone and radio systems and, with some trepidation, our Computer Aided Dispatch system, which were not easy tasks. However, once a challenge was presented to them, they attacked it like a full blown "cooker". Everyone has remarked on how quickly they were able to assimilate into the shift dynamics working as an integral part of the Communications TEAM!

These folks learned about how this "piece of the puzzle" (thanks, Eric) works and how it interacts with multiple agencies and situations with split second timing and coordination. As this type of road has another direction, these Fire Fighting Professionals also spent a fair amount of time educating the Tactical Radio Operators about just what is going on, on the other side of the radio, why they say certain things and so on. The flow of information, camaraderie and new found respect for each other is incredible to witness.

So, did they equal the definition of Teamwork? It is very evident that they not only met it, but exceeded it as well.

Lately, more and more of the Fire Fighters have been coming to the facility for a short tour of time and all have walked away with disbelief as to the amount of technology and abilities that are available to everyone for our one common goal, the protection of life and property.

The 911 Professionals in the Emergency Communication Center, wish to thank everyone involved with coordinating these Fire Fighting Professionals to be in the facility and, most of all, for the opportunity to work and learn from them.

Emergency Communications

We have been very busy lately, testing and interviewing individuals for several open positions within the Communication Center.

Having a record number of applications from all walks of life, testing was provided for 33 people, sixteen were interviewed and we hired three. These folks recently started and are currently in the training phase.

Also, in the Communication Center, we have been very busy with meeting the suggestions from the special Task Force comprised of selected Chiefs to review our proficiency and abilities.

So, everyone is very busy with team projects that will enhance our facility.

Training will be increasing, providing monthly EMT and or EMD issues. Again this will ensure everyone's educational improvement is maintained at a higher level.

Talk about improvement. We all know there is always a learning curve associated with a new product. The new CAD is not any different. Every person in the Center is working extremely hard to meet goals. Starting in October of last year, the Center has worked diligently to reduce the amount of time it

takes to process a call, which was 86 seconds, as of May 2003. It is now down to an average entry time of 42 seconds; that is a 24 second reduction. The team of Professionals were given a difficult challenge, which they met head on and are improving all the time!

Next is the new 911 Telephone system, which will bring the Center into compliance with Federal guidelines for wireless telephone calls and location identification.

Accepting a challenge; meeting a goal!

Well, whatda ya know!

Did you know that the phrase, "the blind leading the blind", came from the bible? Matthew 15:14!

Did you know there are 293 ways to make change for a dollar bill?

Did you know that there are 6 time zones covering the United States? Can you name them?

Did ya know that, Lenoardo Da Vinci invented the scissors!

Did ya know that "dreamt" is the only word in the English Language that ends in the letters "mt"?

The QE2 gets about six inches of forward movement per gallon of diesel fuel, so...quit complaining about yours!

Racecar, kayak and level are the same word when read left to right or right to left, commonly called, palindromes!

Niagara Falls spills about 212,000

cubic feet of water per second and, since 1901 15 people have challenged the Falls and 5 did not survive the challenge! Can you name the three falls that make up "Niagara Falls?"

The Fourth of July was first observed in Boston in 1783 and, thereafter, this celebration replaced celebrating the Boston Massacre on March 5th.

So.. Whatda you know?

Fire Rescue

The mobile data terminals are here and are being coordinated for installation as soon as possible. This level of technology will assist responding units with being able to see mission critical alarm data from the Communications Center, as well as mapping information, which will greatly enhance your tactical information.

Later, once additional information is uploaded, the MDT's will allow units to see the Fire Pre-Plans, location histori-

cal data and just the push of a button a unit could notify Communications of their status! There is still a lot to do, but the challenges are being met!

New engines will soon be here, as well as a new rescue!

It is budget time and with that we are busy gathering all the information needed to ensure a professional presentation to the Board in the near future.

It is not a secret the "heat is on" here in

Seminole County, so please take the time to make sure you drink plenty of water everyday and particularly while you are on operations. Staying properly hydrated will prevent injury to yourself and others. Remember always work safely.

Make today the day that you make a difference to someone!

Congratulations to....

Congratulations to Firefighter/Paramedics Jason McRaney (C-Shift, Station 13) and Matt Haverly (A-Shift Station 27) having been released from their preceptor intern status. This is a long and arduous program, however it ensures we have nothing but the best working for our Department and taking care of the citizens of Seminole County.

The Communication Center welcomes Amy Austin and Wanda Lewis to the family. These folks came to us through a very tough hiring process and were two of three selected.

Larry Hirt, who is capable of communi-

cating with hearing impaired citizens, was very instrumental recently with this skill in explaining everything to the patient and friends.

Larry, thanks for the help, we are sure the "customers" were very appreciative as well.

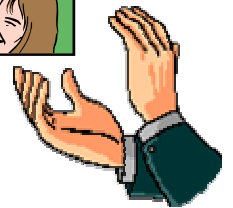
To learn more about how you can learn the American Sign Language you can go to the Seminole Community Colleges' web site at:

<http://www.scc-fl.edu>

And congratulations to everyone involved with the coordination of a very successful

Thanks to all that contributed!

Fourth of July celebration, "Red White and Boom" this year. It truly is great to see the local agencies working together.



The Leadership Challenge

For several weeks now and until July 10th, many of Public Safety's staff are participating in an innovative class of self leadership which lends to improving the leadership dynamics of the Department.

The facilitator is Dr. Rick Bommelje, from Rollins College, who has many years of experience of leadership, supervision and management training. He is also the one responsible for Public Safety becoming aware

of "Fishphilosophy" last year.

This time we are learning about personal purpose, raising our personal standard and to positively resolve problems.

Each class has been very vocal with everyone having plenty of opportunity to have a say in the direction of the issue at hand and, as Dr. Bommelje says, "*journeying together is one of the most important keys to leadership success.*"

It is not only a class with books, but, using snippets of key movies and how the lessons learned could assist everyone in their career fields and even at home.

This particular journey is coming to a close soon and then, another group will be "taking their journey" for improvement.

"Building the Bridge to Learning"

To Your Health!

Here is something new for this issue, a topic that affects everyone in Public Safety, Public Works and many others.

SLEEP—how much is too much, why do I only get a few hours each day? These and many other questions can be answered with a book called, "Power Sleep" by Dr. James Maas. Contained in the book is information in "Plain English" and easily understood. Here are a few examples for you to think about.

MOOD SHIFTS, DEPRESSION, INCREASED IRRITABILITY, LOSS OF SENSE OF HUMOR, STRESS, ANXIETY, AND LOSS OF COPING SKILLS, INTEREST IN SOCIALIZING WITH OTHERS, WEIGHT GAIN, FEELINGS OF LETHARGY, REDUCED PRODUCTIVITY, REDUCED ABILITY TO CONCENTRATE, REDUCED ABILITY TO REMEMBER, REDUCED ABILITY TO HANDLE COMPLEX TASKS

Please take the time to get enough

quality rest to function effectively and safely at work. If you would like to learn more about this and other sleep related information, including shift work, here are two sites to check out on the Internet.

<http://www.powersleep.org/powersleep.htm>

<http://www.sleepfoundation.org/publications/shiftworker.html>

Seminole County Public Safety

Department of Public Safety
Emergency Communications & 9-1-1
150 Bush Blvd.
Sanford, Florida 32773

<http://www.seminolepublicsafety.org>

Phone: 407-665-5167

Fax: 407-665-5049

Email: rhodges@co.seminole.fl.us

Editor and writer

Bob Hodges



It's the Law!

On September 11, 2003, a new law will be enacted in the State of Florida. HB 195 which created FS 768.1335, creating the Florida Emergency Dispatch Act. This law started over four years ago with a group of highly motivated Communication Center people. Our own Frank Kirk and Margaret Hamrick from Tampa FD have been the spearheads on this very time consuming project and, not to slight the others that were involved, everyone spent countless hours on the road for countless meetings to form and lobby this all important legislation.

They created the Florida Association of Emergency Medical Dispatchers (FLEMD). This, with the assistance of the Florida Puerto Rican Chapter of the American Heart Association, they were able to locate lobbyists to work on the behalf of FLEMD to secure the fledgling bill on the legislative docket and was finally approved earlier this year for implementation on September 11th, 2003, just which happens to be National 911 day.

Essentially, this bill provides an avenue for agencies to receive State funding to acquire Emergency Medical Dispatch education, certification and liability protection.

Teamwork at it's best!

Animal Services

What is it like to be an Animal Services Officer? It sure has come a long way from being what was known by most of us the "Dog Catcher". These folks are motivated and dedicated to the safety of the animals placed into their trust and care.

Is it easy to do this job? No, its not, there are long hours, all types of weather, angry citizens and yet they continue to deliver great customer service and help the public.

Officers Bill Knight and Dan Dougherty were interviewed and they explained that the training to become an officer was a week long and they received a State certification.

These guys have gone onto receive continued education at the National level and became certified as a Disaster Animal Response Team.

They said that it takes a person with a heart and a "people person" to do this job. This, you have to see to believe. With all the customer contact they

have, the ability to interact with so many different types of individuals is an art form to them!

It is a very strenuous and sometimes dangerous job, with the snakes, dogs and other animals they come in contact with.

A high point of a day would be to locating a lost animal and returning it to the rightful owner and hugging arms of a child. A low point would be what we all hate to see, the cruelty and abuse cases.

But no matter, each day they come in and work until their case loads are finished.

There are normally three officers on duty during the day time, each of them handling about 20—25 calls in their own section of the county. While the "Night Person", handles about the same, but answers the calls for the entire county!

So, here we have a tough and stressful job combined with some compassion, professionalism and dedication to make an Animal Services Officer for Seminole County Public Safety.

A heartfelt thank you goes out to all of the Professionals working at Animal Services. We are very fortunate in Seminole County to have you.



Bill Knight



Dan Dougherty

On The Job



S.H.O.T. IN ACTION



Skill, training, teamwork and determination at it's best!





Can you hear
me now?



Public Safety Day in Altamonte Springs,
educating the public with a demonstration
of extrication techniques



Fishphilosophy at it again!

Remember:
Choose your attitude
Play
Make their day
Be present

Four easy rules, that will, if
you let them, change and im-
prove yourself!



Did you get more than I did?

Work, work, work....

National Telecommunicator Week

Our first celebration of National Telecommunica-
tor Week was held on April 16th. All employees
and their families were invited to attend a dinner
and a picture presentation of their lives over the
last 12 months.

Dedication and professionalism is beyond com-
pare at Seminole County's Public Safety
Emergency Communications/E911 Center.



Ross Barrows
Appreciation Award



Joseph LeBlanc
Appreciation Award



Arlene Ward
911 Longevity Award



Rick Mole
Dedication Award